

REMARKS

Claims 1, 5, and 9 have been amended. New claim 13 has been added. Therefore, claims 1-13 are currently pending.

On page 2 of the Office Action, claims 1-12 were rejected under 35 U.S.C. § 103(a) as being unpatentable over U.S. Pat. No. 5,287,505 (Calvert) in view of U.S. Pat. No. 6,553,507 (Cohen) and further in view of U.S. Pat. No. 6,014,658 (Pretz).

Applicants respectfully submit that independent claims 1, 5, and 9 are patentable over the references, as none of the references, taken alone or in combination, teach or suggest, "said new notification data being transmitted according to data related to a maker."

The Examiner acknowledges that Calvert does not disclose transmitting new notification data. See Office Action, page 3. Applicants submit that Calvert does not offer a suggestion of said feature, as Calvert simply sends a problem-log entry to a central service system for conversion to a solution to the problem, which is not related to the above-identified feature of the present invention.

Although Cohen returns a report to a computer indicating that a fault is a new fault, Cohen does not disclose or suggest information pertaining to new notification data being transmitted *according to data related to a maker*, as recited in claim 1, for example [emphasis added].

In Pretz, if the current database does not have a solution, a technical service representative will develop an original solution and enter the original solution into a database. Therefore, Pretz does not teach or suggest transmitting new notification data, as in the present invention.

In light of the foregoing, Applicants respectfully submit that none of the references, alone or in combination, teach or suggest, "said new notification data being transmitted according to data related to a maker," as in the present invention.

Applicants respectfully submit that new claim 13 is patentable over the references, as none of the references, alone or in combination, teach or suggest, "A method for managing computer problems, comprising: searching for trouble; and when said searching fails to discover said trouble, electronically notifying at least one device of said trouble based on data identifying a manufacturer."

There being no further outstanding objections or rejections, it is submitted that the application is in condition for allowance. An early action to that effect is courteously solicited.

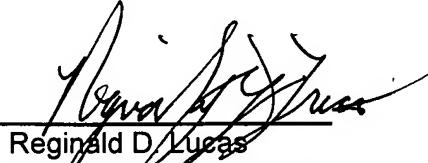
Finally, if there are any formal matters remaining after the Amendment, the Examiner is requested to telephone the undersigned to attend to these matters.

If there are any additional fees associated with filing of the Amendment, please charge the same to our Deposit Account No. 19-3935.

Respectfully submitted,

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